



State Rehabilitation Council's Consumer Satisfaction
Survey 2022/2023 Report

January 31, 2023

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Executive Summary

The following report presents the findings of the customer satisfaction survey for Oregon's Vocational Rehabilitation. The survey was co-created by the State Rehabilitation Council and the Center on Evaluation, Technology & Research (CETR) of The Research Institute (TRI) at Western Oregon University. The survey measured various aspects of engagement and satisfaction for those that sought out help from Vocational Rehabilitation.

Respondents were located across the state of Oregon from 28 of the 36 counties. The racial/ethnic makeup of the clientele is about three-quarters White and six percent Hispanic. Black/African Americans, Asian/Asian Americans, and Native Americans each make up about three to five percent of the respondents. Over 90 percent of respondents identified as male or female. An additional five percent identified as either transgender, non-binary, or gender nonconforming. Over sixty percent of the respondents identified as having either cognitive and/or physical/orthopedic disabilities and twenty percent identified as deaf or hard of hearing.

Over one third of the respondents were experiencing barriers due to their disability and the same percentage knew they needed accommodations. Over a quarter of the respondents felt they needed training/coaching and didn't know how to get a job that fit their abilities, even though nearly half of the respondents were currently employed for wages; However, over twenty percent of the respondents had been without work for over a year. Finally, only about eight percent said that COVID affected their employment, and remained around the same among the different disability types.

When it comes to vocational rehabilitation customer service, the pre-appointment process received high marks, with over 80 percent stating that appointments were conveniently scheduled, and all the tools needed were available. This was generally true across the different groups analyzed. However, clients did state that the process could be explained better and that providing a timeline would help them navigate the process. Additionally, the wait times leading up to the initial appointment should be reduced or communicated to the client when they are in the intake process. The vocational rehabilitation counselors get mixed reviews when working with the clients. Overall, respondents felt the counselors asked what was most important to them regarding employment and treated them with kindness and respect.

Clients agreed less on how well the counselors' identified their strengths and used these in creating a plan. When analyzing by disability type for those identifying as blind, close to 80 percent felt the counselors adequately identified their strengths. Additionally, only half of the respondents felt they were provided materials or information that would be helpful while they looked for employment. Clients explicitly spoke about the need to be more intentional in providing information both about VR and about other possible services.

Clients did not strongly feel that they met with their counselors enough or, during the meeting, that the counselor had enough time for them. When analyzing by disability type, those identifying as deaf or hard of hearing felt that they met with counselors enough and the counselors had enough time. Additionally, only three in five of the clients were happy with the progress they have made while using vocational rehabilitation.

While not explicitly asked within the questions, a concern that was raised within the open-ended questions involved turnover of the counselors themselves and transitioning a client to a new counselor. Many expressed frustrations over the way a transition was communicated (or lack of communication) and the handling of the transition by the organization. These frustrations may help explain why many did not have a positive view of the overall VR process even though they gave the experience with a counselor a relatively high mark.

Regarding communication, close to 62 percent of the clients said they were given an option of virtual or in-person meeting. Virtual meetings appear to be challenging for the population that engages with VR, as about 70 percent felt these meetings work for them and meet their needs. For some, such as gender nonconforming individuals, the agreement was over ten points lower than the overall response. Almost 80 percent of the respondents felt they received information in the communication style they prefer, and 95 percent said they received information in their preferred language. When analyzing these questions by disability, only those identifying with deaf were above 80 percent agreement with receiving information in their preferred communication style.

Two percent of the respondents stated they needed an interpreter for their VR visit. As such, the cross-tabulation by interpreter need has not been analyzed as a larger sample is needed before meaningful results can be obtained. Three in four of those needing interpreters said they were offered and available. ASL interpreters made up fifty percent of the need by the clients.

Almost four in five respondents felt the VR counselors understood their needs, interests, and concerns. The responses to these questions varied greatly across the various demographic cross-tabulations. Within the disability cross-tabulation, those identifying as deaf nearly 90 percent felt that counselors understood their needs, interests, and concerns.

About two in five respondents were referred to testing or evaluation. Of those referred to testing, an overwhelming majority (greater than 90%) understood the reasons, were explained the process, and were told that they were eligible for services. This was true across almost all demographic cross-tabulations. Only when asked if they were given an opportunity to provide feedback on the results do the results fluctuate across demographic groups. Within the disability demographic breakout, only those identifying as deaf or hard of hearing were above 80 percent agreement that they were given the opportunity.

The clients of vocational rehabilitation, generally speaking, have a positive view of the service. None of the questions or statements from the survey had a majority negative response. However, being just above 50% or 60% agreement on a question or statement is not a strong endorsement of practice. What is clear in the open-ended statements and responses is there is a frustration within the clientele. However, the frustration is more focused on the system than on the counselors per se. Suggestions about simplifying the process or educating clients on accessing, navigating, and using the website were common. As noted before, there is a want for more direct communication, especially when a counselor leaves, and how the transition will occur. Clients notably mentioned caseload or turnover, signifying an understanding that the counselors can't spend the time needed and that some of the clients' frustrations does not lay with the counselors themselves.

Survey Background

At the end of November 2021, a contract was executed to have the Center on Evaluation, Technology & Research (CETR) of The Research Institute (TRI) at Western Oregon University collaborate with partners at the State Rehabilitation Council (SRC) to develop a survey to assess the satisfaction of individuals who utilize Vocational Rehabilitation (VR) services. Over multiple months and with various modifications, amendments, and changes done in the process, a final English version was created. This survey was then translated into Russian and Spanish; these surveys were then programmed into an online survey program and were ready to be launched by the end of March 2022. Additionally, a version was created with embedded videos in American Sign Language (ASL) in hopes of providing as many languages as could be provided. Additionally, two versions of each survey - a version for adults and another version for those under 18 years of age - were created as minors are classified as a special population according to Institutional Review Board (IRB) human subjects' rules and thus the informed consent required extra language and protections.

On 04/15/2022, 4,359 unique email invitations were sent out of which 4,048 (93%) were delivered successfully. Follow-ups and additional surveys were sent out through June, at which point the first data pull occurred. Data from that first data pull was analyzed and disseminated in the July 2022 report. For July through September, additional surveys were disseminated for new and existing clients. A cumulative total of 5,073 surveys were distributed through either email and/or sms texting.

On September 30, 2022, data was pulled from the surveys for analysis. At this time, 1,230 individuals had opened the survey. Almost 90% of these agreed to take the survey, nine declined, and 131 did not respond (table 1). Of the 1090 that agreed, 73 took the Minor survey, 7 took the Adult Spanish survey.

Data for the last quarter of 2022 was pulled December 31, 2022. For this quarter, 2259 unique emails were sent with 2196 (97.2%) successful deliveries. Close to 1500 individuals opened the survey and almost 90 percent consented to take the survey. About 10 percent did not respond to the informed consent and less than one percent declined to take the survey.

Table 1. Informed Consent

Informed Consent (N=1,449)	N (%)
Agree	1290 (89.0)
Disagree	10 (0.7)
No response	149 (10.3)

Through consultation with the State Rehabilitation Council, the following subsets of data were to be analyzed along with the overall results:

- By Age
- By Region
- By Gender
- By Race/Ethnicity
- By Language
- By Interpreter Use

The following report will start with an overall analysis and summary and then followed by the subsets of respondents noted above. As the survey allowed respondents to skip any questions, the total responses to individual questions are frequently smaller than the total number of respondents. Thus, the total responses for a question will vary from the overall because fewer people responded to the demographic question than the survey question. All data will be presented as percentages of responses as this is a straightforward way to interpret survey findings. Finally, to reduce confusion and fatigue when viewing data, and especially within categories, the data from Likert scales will be aggregated into a single category of “Strongly Agree/Agree” or its equivalent. Additionally, if the aggregated data is greater than 80%, the table cells will be highlighted.

Percentages from survey questions are based on those who answered the specific question. For the questions that allowed for multiple responses, this means that the cumulative percentage may be higher than 100%.

The survey is separated into seven sections:

- General Information
- Vocational Rehabilitation (VR) Customer Service
- Communication
- Satisfaction with Services
- Remote Service Delivery
- Demographics

The report will generally follow the above section structure. This structure will allow clarity and comparison across reporting categories and will help maintain an internal structure.

Findings by Totals

General Information

Of the 1300 respondents to the informed consent agreement question. Only those that agreed were able to continue on to the survey itself. Of those that agreed, 1259 responded to the question about who was physically filling out the survey. Almost ninety percent (87.8%) were the clients themselves (Table 2).

Table 2. Individual Completing Survey

Who is completing this survey? (N=1259)	N (%)
Client	1106 (87.8)
Client with support from parent/guardian	109 (8.7)
Client with support from personal agent	11 (0.9)
Client with support from services coordinator	5 (0.4)
Client with support from another assistant	28 (2.2)

Clients were asked why they sought out VR services. Over one third (36.4%) responded they were experiencing barriers to employment due to their disability (Table 3). Almost the same percentage knew they needed accommodations. Additionally, almost three in ten (28.1%) didn't know how to get a job that would fit their abilities.

Table 3. Reasons for Using VR Services

What Brought you to seek VR Services (N=1264) Multiple choices allowed	N (%)
I was experiencing barriers to employment due to my disability	460 (36.4)
I knew I needed accommodations	436 (34.5)
I didn't know how to get a job that would fit with my abilities	355 (28.1)
I needed job coaching/training	336 (26.6)
Referral from another agency	256 (20.3)
I am a return client	225 (17.8)
Wanted to see what they offered	216 (17.1)

Referral from a friend	106 (8.4)
Other	105 (8.3)

The clients were asked if they use any assistive technology. Of the 1290 respondents, only 430 (33.3%) responded to the question (Table 4). Of those that responded to the question, a little over half (52.8%) used either hearing aids or cochlear implants, which was by far the most frequent response. About two in ten (22.6%) said they needed movement assistance which was the second most common response.

Table 4. Type of Assistive Technology Used

Assistive Technology (N=430)	N (%)
Hearing aids/cochlear implant	227 (52.8)
Movement assistance	97 (22.6)
Modified vehicle	26 (6.0)
Speech generation device	25 (5.8)
Prosthetics	24 (5.6)
Relay phone	17 (4.0)
Hands free cursor	14 (3.3)

When asked about their employment status, over two-fifths (41.3%) of the respondents answered that they were employed for wages (Table 5). However, over one in five (23.4%) said they had been out of work for over a year. Given that COVID-19 had caused a massive disruption in employment across all economic sectors for two years, a relatively small percentage (7.8%) stated that it had affected their employment status.

Table 5. Employment Status

Employment Status (N=1264) Multiple answers allowed	N (%)
Employed for wages	522 (41.3)
Out of work for a year or more	296 (23.4)
Self-employed	96 (7.6)
COVID has affected my employment	98 (7.8)
A student	92

	(7.3)
Out of work for less than a year	97 (7.7)
In training/exploration	92 (7.3)
Retired	38 (3.0)
A homemaker	24 (1.9)

Again, because of the large disruption COVID-19 caused, follow up questions were asked specifically of those that answered that COVID affected their employment to determine the cause of the disruption. Of the 98 people that responded that COVID had affected their employment, close to half (46.9%) said it was due to being either laid off or the business closing (Table 6). Additionally, about one in three (34.7%) stated they didn't feel safe or were scared to get sick. More than one in three (36.7%) responded that there were other ways COVID affected their employment. Nine stated that they themselves and/or family members contracted COVID with a few stating they are currently dealing with long COVID. Two individuals stated that masks, due to being hearing impaired, affected their ability to work.

Others mentioned in the open-ended response that COVID affected their employment when family members or themselves became infected with COVID. Also, some disruptions in employment were from the reaction to the COVID vaccines, other side effects from COVID infection, business loss, or a reduction in service request for self-employed, and existing disability barriers.

Table 6. Effect of COVID on Employment Status

How has COVID affected your employment (N=98) Multiple answers allowed	N (%)
Laid off/Business Closed	46 (46.9)
Didn't feel safe/scared to get sick	34 (34.7)
Reduced Hours	27 (27.6)
Mandated vaccines	8 (8.2)
Other	36 (36.7)

Vocational Rehabilitation Customer Service

Clients were asked to respond to a series of questions about their expectations and needs prior to an appointment with VR. Overall, aspects of pre-planning for the visit to VR, from scheduling to knowing what is expected to having all the needed tools, were generally positive, with over 80% of the respondents agreeing to all four statements (Table 7).

Table 7. Pre-visit Planning

	Strongly Agree/ Somewhat Agree N (%)	Strongly Agree N (%)	Somewhat Agree N (%)	Neither Agree nor Disagree N (%)	Somewhat Disagree N (%)	Strongly Disagree N (%)
My appointments were scheduled during a time I could attend easily, virtually or in-person. (N=1183)	1019 (86.1)	873 (73.8)	146 (12.3)	78 (6.6)	40 (3.4)	46 (3.9)
It was explained to me what to expect during the appointment. (N=1170)	983 (84.0)	797 (68.1)	186 (15.9)	79 (6.8)	48 (4.1)	60 (5.1)
I had all the tools (computers, etc.) I needed to attend appointments (N=1170)	1013 (86.6)	866 (74.0)	147 (12.6)	72 (6.2)	30 (2.6)	55 (4.7)
I had all the resources (transportation, etc.) I needed to attend appointments (N=1164)	990 (85.1)	847 (72.8)	143 (12.3)	98 (8.4)	29 (2.5)	47 (4.0)

When clients were asked about the interactions they had with their counselor, the responses were more mixed. While, for every question, the majority of respondents agreed with the statements, some were not as strong as others. In fact, just over half (56.6%) said that the counselor referred them to needed resources while waiting for employment (Table 8). Over eighty percent of the respondents agreed that the VR counselors treated them with kindness and respect and that the counselors understood and respected their challenges.

Table 8. Counselor Employment Questions

	Strongly Agree/ Somewhat Agree N (%)	Strongly Agree N (%)	Somewhat Agree N (%)	Neither Agree nor Disagree N (%)	Somewhat Disagree N (%)	Strongly Disagree N (%)
My vocational rehabilitation counselor asked what is most important to	941 (81.9)	797 (69.4)	144 (12.5)	86 (7.5)	41 (3.1)	80 (7.0)

me about employment. (N=1148)						
I was included in creating my employment plan. (N=1140)	912 (80.0)	780 (68.4)	132 (11.6)	105 (9.2)	45 (3.9)	78 (6.3)
My counselor identified my strengths. (N=1139)	847 (74.4)	680 (59.7)	167 (14.7)	145 (12.7)	50 (4.4)	97 (8.5)
My counselor used my identified strengths to help guide the process. (N=1130)	822 (72.7)	674 (59.6)	148 (13.1)	146 (12.9)	51 (4.0)	111 (9.8)
My counselor helped refer me to other resources I need while waiting for employment (ex: housing, SNAP, medical care, community partners). (N=1112)	630 (56.6)	484 (43.5)	146 (13.1)	284 (25.5)	60 (5.4)	138 (12.4)
My counselor has treated me with respect and kindness. (N=1124)	965 (85.9)	880 (78.3)	85 (7.6)	65 (5.8)	31 (2.8)	63 (5.6)
My VR counselor acknowledged and respected my cultural identity, challenges, or intersections of identities. (N=1114)	834 (74.8)	768 (68.9)	66 (5.9)	218 (19.6)	11 (1.0)	51 (5.1)
My VR counselor acknowledged and respected my challenges. (N=1120)	911 (81.3)	799 (71.3)	112 (10.0)	83 (7.4)	38 (3.4)	88 (7.9)

With COVID-19 closing offices and changing the way people were able to engage with each other and with services, clients were asked a series of questions specific to virtual meetings. About three in five (61.8%) respondents said that they were always or very often given a choice of either a virtual or in-person appointment (Table 9). However, one in five (20.4%) said they were never given a choice. Seven

out of ten respondents felt that virtual meetings worked well for them (70.8%) and that their needs were met through this delivery method (74.2%).

A major theme identified on what works well during virtual visit is the convenience and ease of joining these meetings. Clients indicated that they could schedule meetings at times that suited their work and daily schedules without worrying about the bus situations, travel times, and losing income at work. Associated with convenience and ease of virtual meeting, some clients mentioned that their anxiety reduced from not have to envision and make travel arrangements to appointments. This situation also allowed them to save on gas purchases and tickets for buses. The convenience and ease also made it possible for clients to have their advocates be present at appointments, which many say helped reduced their anxiety.

Some clients added that virtual meetings with counselors did not work well for them because of internet or technology, and other auxiliary challenges (both personal and agency related). Technology related challenges identified when attending virtual meetings included zoom links not working, loss of internet connectivity, ability to connect and use computer, clear communication, or talk over during conversations, and slow close caption options. Other challenges include a choosing a suitable time for appointments, counselors not showing up, finding a quiet environment to set up for meetings, background noise or activity distractions, in-person signature requirement for documents, and absence of the interpersonal connection that existed meeting and talking face to face with counselors.

Table 9. Virtual Meetings

	Always/very often N (%)	Always N (%)	Very often N (%)	Sometimes N (%)	Rarely N (%)	Never N (%)
I was given a choice of either virtual or in-person appointments with my VR Counselor (N=1130)	698 (61.8)	564 (49.9)	134 (11.9)	139 (12.3)	63 (5.6)	230 (20.4)
Do virtual meetings with you VR Counselor work well for you? (N=902)	633 (70.8)	447 (49.6)	186 (20.6)	172 (19.1)	49 (5.4)	48 (5.3)
Are all your needs met during the virtual meetings with your VR Counselor (N=872)	647 (74.2)	456 (52.3)	191 (21.9)	109 (12.5)	45 (3.6)	71 (8.1)

Satisfaction with Services

Assessing how effective the visit to VR was for them, 67 percent said they received assistance in finding their work, goal, or pathway (Table 10). While that is a majority of responses, it still means that one in three did not receive the assistance they were looking for.

Table 10. Career Pathway

<i>Did you receive assistance in finding your work goal, or career pathway?</i>		
N=885	%	N
Yes	67.0	593
No	33.0	292
I don't know	--	--

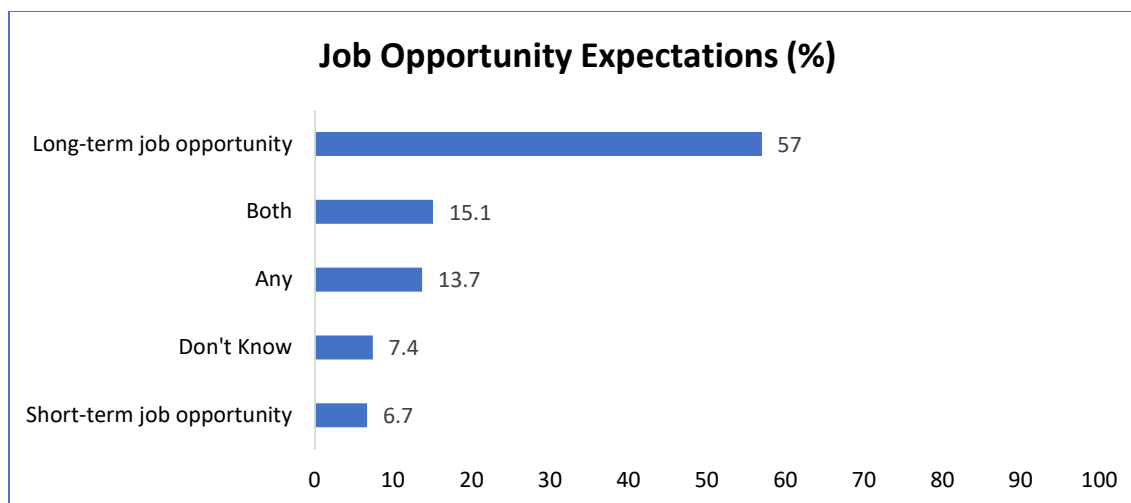
For those that did receive assistance, 85 percent or more felt that the work goal reflected their interests, abilities, and experience (Table 11).

Table 11. Reflection

<i>Did the work goal reflect your interests?</i>		
N=543	%	N
Yes	95.4	518
No	4.6	25
I don't know	--	--
<i>Did the work goal reflect your abilities?</i>		
N=585	%	N
Yes	88.7	519
No	3.6	21
I don't know	7.7	45
<i>Did the work goal reflect your experience?</i>		
N=539	%	N
Yes	95.5	515
No	4.5	24
I don't know	--	--

Those respondents who received assistance for a work goal were also asked about the type of career opportunity they were pursuing. Almost 60% stated they were searching for a long-term career opportunity (Graph 1). This response is four times larger than the next response, indicating that long-term opportunities and stability are highly important for VR clients.

Graph 1. Job opportunity expectations



Continuing with how clients felt about their visit to VR and if they felt that their needs were met, only about two thirds (61.8%) felt that they were making progress towards employment (Table 12). Nearly one in five (17.2%) felt that progress never happened. Three quarters of the respondents felt that their counselor had enough time for them (74.1%). However, fewer respondents felt that the frequency of communication was adequate with about 20 percent feeling that the communication frequency rarely or never met their needs. Finally, nearly 70 percent (69.0%) felt that the VR experience always or very often met their expectations.

Clients were grateful and appreciative that some counselors were truly involved and invested in their training and employment process. These counselors provided timely excellent services, mentorship, and communicated (either via text, phone, or emails) regularly with them. Other clients expressed their utmost dissatisfaction in the communication process when using services from the VR. These clients asserted that they faced pushbacks, constant miscommunication, lack of communication (close to six months gaps), rude and demeaning responses, and received inconsistent information from their counselors. Some clients believed there was continuous bullying and discrimination against them as a result of the poor communication process. Thus, the clients assumed their feelings were not important to the counselors and this made them feel ignored, awful, and abandoned.

Table 12. Satisfaction with the VR Process

	Always/very often N (%)	Always N (%)	Very often N (%)	Sometimes N (%)	Rarely N (%)	Never N (%)
I am happy with my progress towards employment. (N=1077)	666 (61.8)	498 (46.2)	168 (15.6)	157 (14.6)	69 (6.4)	185 (17.2)
Frequency of communication with	726 (67.2)	574 (53.1)	152 (14.1)	120 (11.1)	66 (6.1)	168 (15.6)

my counselor met my needs. (N=1080)						
My thoughts and feelings were important to my counselor. (N=1078)	826 (76.6)	722 (67.0)	104 (9.6)	103 (9.6)	39 (3.6)	110 (10.2)
I felt like my counselor had enough time for me. (N=1076)	797 (74.1)	643 (59.8)	154 (14.3)	87 (8.1)	49 (4.6)	143 (13.3)
The VR process was explained to me in a way I understand. (N=1066)	841 (78.9)	680 (63.8)	161 (15.1)	102 (9.6)	43 (4.0)	80 (7.5)
Overall, the VR experience met my expectations. (N=1060)	732 (69.0)	596 (56.2)	136 (12.8)	105 (9.9)	49 (4.6)	174 (16.4)

Communication

Communication from VR was viewed favorably by the clients, with about 95 percent of the respondents saying they received information in their preferred language (Table 13). Nearly four in five (79.6%) said they received information in their preferred communication style.

Table 13. Communication Style

	Always/very often N (%)	Always N (%)	Very often N (%)	Sometimes N (%)	Rarely N (%)	Never N (%)
Did you receive information in the communication style you prefer? (N=1085)	864 (79.6)	664 (61.2)	200 (18.4)	128 (11.8)	58 (5.3)	35 (3.2)
Did you receive information in the language that works best for you? (N=1079)	1035 (95.9)	991 (91.8)	44 (4.1)	24 (2.2)	4 (0.4)	16 (1.5)

Nearly 90 percent of the respondents said they only speak English at home (Table 14). Within the other languages specified, 31.3% said Spanish, 1.3% ASL, and single responses for Vietnamese, Mandarin, and Tagalog were given.

Table 14. Language Spoken

N=1111	%	N
English Only	89.9	999
English and other languages	6.2	69
Other language	3.9	43

When asked if the client needed an interpreter, 24 out of 1081 (2.2%) responded yes, and 19 responded “Don’t know”. For those that responded in the affirmative, a follow-up was asked about the type of interpreter needed (Table 15). Half (50.0%) of the respondents said they required an ASL interpreter.

Table 15. Interpreter Type

What type of interpreter (N=24)	N (%)
Spoken language interpreter	6 (25.0)
American Sign Language interpreter	12 (50.0)
Contact sign language (PSE) interpreter	1 (4.2)
Other	5 (20.8)

For those requiring an interpreter, almost three fifths said that an interpreter was always or very often offered (56.5%) and three-quarters stated an interpreter was available (66.7%). (Table 16.).

Table 16. Interpreters Available

	Always/Very often N %	Always N %	Very often N %	Sometimes N %	Rarely N %	Never N %
Were interpreters offered to you? (N=23)	13 (56.5)	12 (52.2)	1 (4.3)	5 (21.7)	2 (8.7)	3 (13.0)
Were interpreters available? (N=18)	12 (66.7)	12 (66.7)	-- (--)	6 (33.3)	-- (--)	-- (--)

The clients were asked if they felt that the VR counselor understood their needs, interests, and concerns. For each of these topics, over three fourths felt the VR counselors always or very often understood their needs, interests, and concerns (Table 17). Additionally, 95% of those that responded

either always or very often felt that the VR counselors adequately addressed their needs, interests, and concerns.

Table 17. Counselors' Commitment to Understanding Client

	Always/very often N %	Always N %	Very often N %	Sometimes N %	Rarely N %	Never N %
Do you believe your counselor listened to you and understood your needs? (N=1083)	857 (79.2)	684 (63.2)	173 (16.0)	107 (9.9)	60 (5.5)	59 (5.4)
Do you believe your counselor listened to you and understood your interests? (N=1072)	846 (78.9)	674 (62.9)	172 (16.0)	97 (9.0)	61 (5.7)	68 (6.3)
Do you believe your counselor listened to you and understood your concerns? (N=1072)	838 (78.2)	674 (62.9)	164 (15.3)	93 (8.7)	70 (6.5)	71 (6.6)

The survey asked clients if they were referred for testing or other evaluations. Of the 1070 respondents, 407 (38.0%) were referred. Of those that responded in the affirmative, an overwhelming majority (>90%) responded positively in regard to knowing what to expect, having the results explained in a way they understood, and why they were eligible for services (Table 18).

Table 18. Referral to Testing & Evaluation Services

<i>Did your counselor explain why this needed to happen?</i>		
N=399	%	N
Yes	95.5	381

No	4.5	18
<i>Did your counselor explain what you should expect?</i>		
N=377	%	N
Yes	92.6	349
No	7.4	28
<i>Were testing and evaluation results explained to you in a way that you could understand?</i>		
N=344	%	N
Yes	96.8	333
No	3.2	11
<i>Were you given the opportunity to provide feedback on the results of the evaluations?</i>		
N=325	%	N
Yes	88.6	288
No	11.4	37
<i>Were you told that you were eligible for services and why?</i>		
N=330	%	N
Yes	96.4	318
No	3.6	12

Demographics

The following are the overall demographics of the respondents to the survey. These demographics will be used in the following sections to elucidate any possible differences in service related to location, age, race/ethnicity, gender, or disability.

Overall, those that responded to the survey skew older with about 60% of the respondents being 40 or older (Table 19).

Table 19. Age Categories

Age Groups (N=1042)	N (%)
18-24	121 (11.6)
25-29	88 (8.4)
30-39	170 (16.3)
40-49	203 (19.5)
50-59	252 (24.2)
60+	208 (20.3)

There was at least one respondent from 28 out of Oregon's 36 counties, representing every section of Oregon (Table 20).

Table 20. County Location

County (N=1034)	%	N
Baker	0.2	2
Benton	2.0	21
Clackamas	7.9	82
Clatsop	0.7	7
Columbia	1.9	20
Coos	1.0	10
Crook	0.6	6
Deschutes	2.7	28
Douglas	2.6	27
Grant	0.2	2
Hood River	0.4	4
Jackson	4.1	42
Josephine	2.5	26
Klamath	2.1	22
Lake	0.1	1
Lane	15.4	159
Lincoln	1.5	15
Linn	3.2	33
Malheur	0.9	9
Marion	13.9	144
Multnomah	16.2	167
Polk	3.0	31
Tillamook	0.4	4
Umatilla	0.6	6
Union	0.5	5
Wasco	0.3	3
Washington	12.6	130
Yamhill	2.7	28

Over nine in ten (93.8%) respondents identified as either male or female, and over three percent (3.4%) identified as either transgender or non-binary (Table 21).

Table 21. Gender

Gender	%	N
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(N=1049)		
Female	50.1	526
Male	43.7	458
Non-Binary	2.1	22
Transgender	1.3	14
Gender nonconforming/Genderqueer	0.7	7
I am not sure of my gender identity	0.4	4
I do not know what this question is asking	0.2	2
Intersex/Intergender	0.1	1
Something else fits better (Specify)	1.4	15

Three quarters (77.7%) of the respondents identified as White (Table 22). Nearly 6% (5.9%) identified as Hispanic or Latino/a. For those that responded with other, about eight individuals identified as biracial or multi-ethnic.

Table 22. Race/Ethnicity

Race/Ethnicity (N=1062) Multiple answers allowed	%	N
Asian	3.0	32
American Indian and/or Alaska Native	4.6	49
Black and/or African American	2.6	28
Hispanic and Latino/a/x	5.9	63
*Middle Eastern/ North African	0.4	4
*Native Hawaiian and/or Pacific Islander	0.8	9
White	77.7	825
Other	3.6	38
Don't know	1.3	14

*Number of clients belonging to this race and ethnic group is less than 10

The following tables are responses to a series of questions related to an individual's disability(ies). These responses were used to create new variables to allow for comparison in the section of the report in which disability type is used to dissect the response data. Of the following questions, the one with the greatest affirmative response is the one pertaining to difficulty concentrating, remembering, or making decisions, with over two in five (44.3%) respondents agreeing to that statement (Table 25). Around one in five (21.5%) are deaf or have difficulty hearing (Table 23). One quarter (25.1%) have serious difficulty walking or going upstairs (Table 24), and nearly a third (31.1%) have difficulty running errands alone (Table 25). Finally, nearly one in four (22.5%) have serious difficulties with intense feelings, controlling their behavior, or hallucinations (Table 26).

Table 23. Hearing & Vision Loss

<i>Are you deaf or do you have serious difficulty hearing?</i>		
N=1036	%	N

Yes	21.5	223
No	74.9	776
Don't know	2.2	23
Don't want to answer	1.4	14
<i>Are you blind or do you have serious difficulty seeing, even when wearing glasses?</i>		
N=1025	%	N
Yes	6.2	64
No	89.7	919
Don't know	2.5	26
Don't want to answer	1.6	16

Table 24. Activity Related Difficulties

<i>Do you have serious difficulty walking or climbing stairs?</i>		
N=1026	%	N
Yes	25.1	258
No	69.8	716
Don't know	3.1	32
Don't want to answer	1.9	20
<i>Do you have difficulty dressing or bathing?</i>		
N=1023	%	N
Yes	11.6	119
No	83.9	858
Don't know	1.7	17
Don't want to answer	2.8	29

Table 25. Activity Related Difficulties

<i>Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering or making decisions?</i>		
N=1025	%	N
Yes	44.3	454
No	45.3	464
Don't know	6.4	66
Don't want to answer	4.0	41
<i>Because of a physical, mental or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?</i>		
N=1014	%	N
Yes	31.1	315
No	61.2	621
Don't know	3.9	40
Don't want to answer	3.7	38

<i>Do you have serious difficulty learning how to do things most people your age can learn?</i>		
N=1015	%	N
Yes	21.9	222
No	61.6	625
Don't know	12.8	130
Don't want to answer	3.7	38

Table 26. Activity Related Difficulties

<i>Using your usual (customary) language, do you have serious difficulty communicating (for example understanding or being understood by others)?</i>		
N=1009	%	N
Yes	17.7	179
No	70.8	714
Don't know	6.2	63
Don't want to answer	1.8	18
Don't know what this question is asking	3.5	35
<i>Do you have serious difficulty with the following: mood, intense feelings, controlling your behavior, or experiencing delusions or hallucinations?</i>		
N=1002	%	N
Yes	22.5	225
No	66.4	665
Don't know	4.9	49
Don't want to answer	3.7	37
Don't know what this question is asking	2.6	26

Findings by Disability Type

This section describes findings based on clients' disability type. Questions on the types of difficulties that clients faced were combined to obtain these five groups for the disability type: Vision loss/ Blind, Hearing loss/Deaf, Cognitive, Psychosocial, and Physical/Orthopedic. It is important to point out that the count for vision loss/blind and hearing loss are based on original counts from the survey. However, there were some overlaps in combining questions for the cognitive and physical/orthopedic groups. For example, the question on "difficulty in shopping" was included in creating both cognitive and physical/orthopedic disability types. The following analysis is based on 945 clients who responded to any of the difficulty in performing a task question. The breakdown counts of the disability types are outlined in Table 27. Sixty percent of the clients indicated that they have a cognitive or physical disability, while less than 10% have experienced vision loss or blindness.

Table 27. Disability Type Breakdown

Disability Type N=945	N (%)
Cognitive: Difficulty concentrating, remembering, or making decisions, have difficulty dressing or bathing. Difficulty learning how to do things most people your age can learn. Difficulty doing errands alone such as visiting a doctor's office or shopping. Difficulty communicating (for example understanding or being understood by others).	603 (63.8)
Hearing loss/Deaf	223 (23.6)
Vision loss/Blind	64 (6.8)
Physical/orthopedic: Difficulty walking or climbing stairs. Difficulty dressing or bathing, Difficulty doing errands alone such as visiting a doctor's office or shopping. Difficulty learning how to do things most people your age can learn	644 (68.1)
Psychosocial: Difficulty communicating Difficulty with the following: mood, intense feelings, controlling your behavior	611 (64.7)

Highlights:

- Close to 85 percent of respondents experiencing hearing loss received information in their preferred communication style.
- Respondents with cognitive, physical, or psychosocial disabilities were less likely to feel that the counselors understood their needs, interests, and concerns.

- Close to two thirds (64%) of respondents experiencing vision loss and hearing difficulty agreed that they were always given the choice of either virtual or in-person appointments with their counselors.

Overall, the majority of respondents from all disability types felt the pre-visit planning went well and met their expectations and needs (Table 28). Respondents in all the disability type groups shared ways in which they had appointments scheduled to meet their needs, and most often had the tools and resources needed for appointments. Such considerations in scheduling appointments were reflected before and during the pandemic. Respondents expressed the benefits of been given bus passes, gas vouchers, or meetings scheduled to their preferred format and mode. A respondent experiencing psychosocial, cognitive, and physical disability expressed that appointments were scheduled at a time and mode that worked well for them, they noted, “I just like that it’s an option, because when I first started with VR, transportation was a difficult issue. Transportation isn’t as difficult anymore, but I still like the virtual or phone option because I have a super busy schedule.” Other respondents indicated that when they had access to counselors and appointment process are well explained, the process becomes less daunting and easy to navigate. Another respondent experiencing hearing loss stated, “I have every technical support to attend them so there have been no challenges. I can see where access to the Internet, hardware, and tech support for computers would be a problem for some.” These examples show the importance role access plays when VR clients engage in pre-visit planning.

While majority of respondent claimed access to information, tools, and resources helped in the pre-appointment planning, those that had limited access mentioned that the process became daunting and difficult to navigate. Thus, affecting the overall experience with their counselors and Voc Rehab.

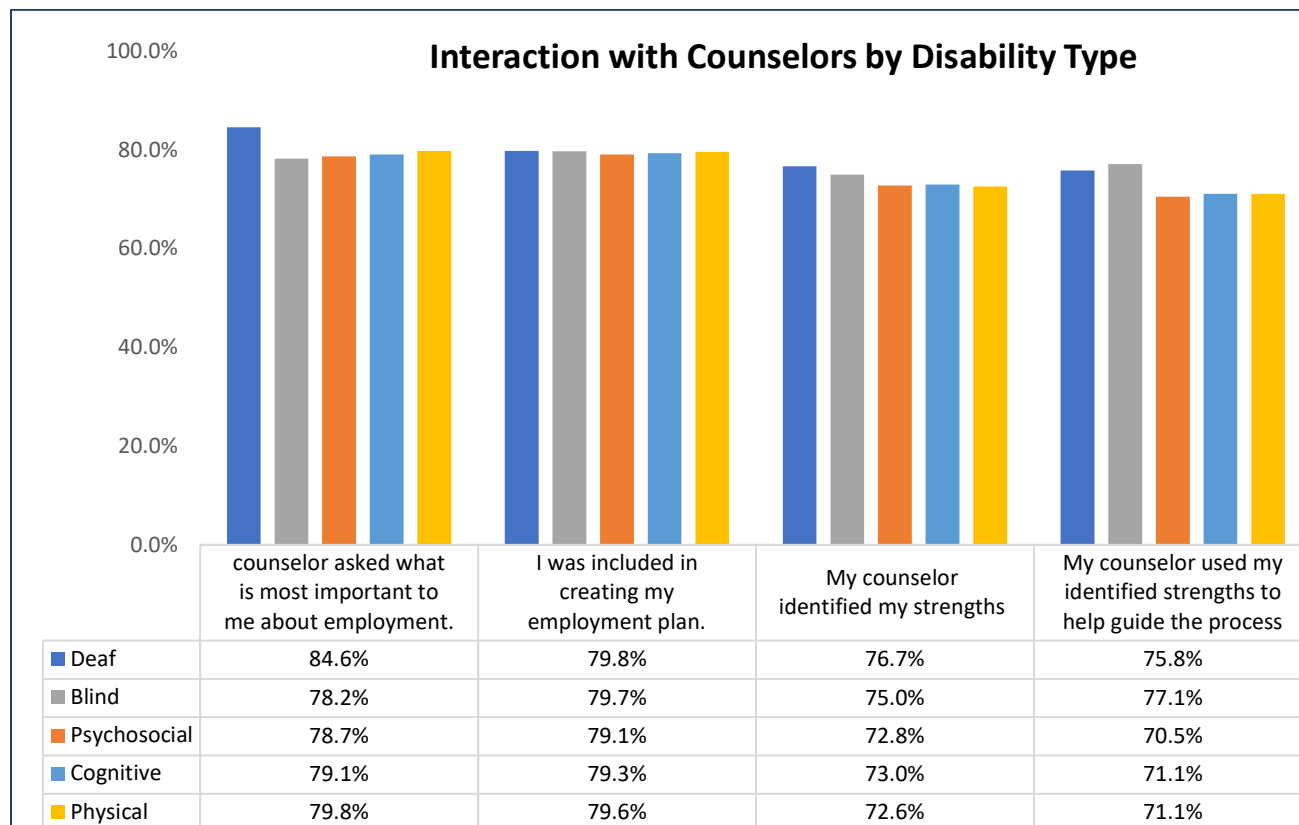
Table 28. Pre-visit Planning by Disability Type

Strongly Agree & Somewhat Agree	Deaf	Blind	Psychosocial	Cognitive	Physical
My appointments were scheduled during a time I could attend easily, virtually or in-person.	87.9%	84.4%	84.0%	84.2%	84.2%
It was explained to me what to expect during the appointment.	89.5%	82.6%	80.3%	80.8%	81.5%
I had all the tools (computers, etc.) I needed to attend appointments	89.5%	87.3%	85.8%	86.0%	85.3%
I had all the resources (transportation, etc.) I needed to attend appointments	91.1%	85.7%	82.6%	82.7%	82.2%

Respondents experiencing hearing loss or visual impairment were more likely than the respondents with the other disability types to feel that the counselor used their strengths to help guide the process. Respondents experiencing hearing loss or visual impairment highlighted examples in the open-ended responses to show how counselors used their strengths in the VR and employment process. These respondents expressed that when counselors focused on what was important to them, included them in the employment plan, identified their strengths and used the strengths to guide the employment process they became at ease and trusted the whole process. A Respondent experiencing hearing loss

stated, “My counselor was extremely helpful and answered all my questions.” Another respondent also mentioned that “I received a voucher to help me with my hearing aids needed to help me hear my patients at work. I am employed full time as an office manager, so this was not to help me find employment.” These examples highlight the way individuals experiencing hearing loss disability saw their counselors and the employment process with VR.

Graph 2. Interaction with Counselors



Respondents experiencing hearing loss were far more likely to feel their counselors acknowledged and respected their cultural identity or challenges than any other group. However, all groups felt their counselor treated them with kindness and respect. Respondents shared examples to show ways the counselors treated them with kindness and respect, some indicated that “VR counselor was very qualified, compassionate, treated me with respect, and included me in the discussion.” Others shared that the counselors were “respectful and meticulous, timeliness, flexibility, and clarity,” and “my counselor is terrific, very patient and kind. They really listened to me, and our conversation lasted a good while. That made them a rare professional in my experience, and certainly trust them.” Another respondent experiencing psychosocial, cognitive, and physical disability explained that they felt seen and treated more with kindness because their counselor mentioned about being disabled themselves. They noted, “I also liked the little bit my counselor disclosed about being disabled themselves and would feel safer knowing even more, so it doesn’t just feel like I’m talking to someone who doesn’t understand how difficult it is to be disabled in society.” These examples show that overall, respondents explained

that they see counselors as treating them with kindness, compassionate, and respectful when counselors paid attention, listened, and communicated effectively with them.

Table 29. Interaction with Counselors by Disability Type

Strongly Agree & Somewhat Agree	Deaf	Blind	Psychosocial	Cognitive	Physical
My counselor helped refer me to other resources I need while waiting for employment (ex: housing, SNAP, medical care, community partners).	56.0%	60.3%	53.8%	53.9%	54.0%
My counselor has treated me with respect and kindness.	91.2%	84.4%	82.3%	82.1%	83.0%
My VR counselor acknowledged and respected my cultural identity, challenges, or intersections of identities.	81.6%	74.2%	69.4%	70.0%	71.1%
My VR counselor acknowledged and respected my challenges.	85.6%	80.4%	77.6%	78.1%	78.6%

A little over half of respondents experiencing a psychosocial, cognitive, or physical disability acknowledged that they were always given the choice of either virtual or in-person appointments with their counselors, compared to close to two-thirds (64%) of respondents experiencing vision and hearing loss. Some respondents experiencing a psychosocial, cognitive, and physical disability expressed that counselor overlooked their preferred mode of appointments, missed virtual meetings, did not follow up or “disappeared” on them after initial meetings.

Respondents in all the disability groups agreed overall that virtual meetings do work well for them; however, there are times when stable internet connections, frozen video, call interruptions, computer issues, and technical difficulty impeded the smooth flow of virtual meetings.

Although the COVID pandemic changed the format of appointment, almost four-fifths (79.4%) of the respondents experiencing hearing loss believed that all their needs were met during a virtual meeting. This corresponds with the frequently cited example of accessing the closed caption feature during Zoom meetings, and ability to do lip reading as part of the open-ended responses. On the contrary, respondents in the psychosocial, cognitive, and physical disability group claimed the tendency of remaining fully attentive, talked over, questions ignored, limited personal interactions, and ability to have counselors understand the extent of their disability were reasons that limited their needs been met during virtual meetings.

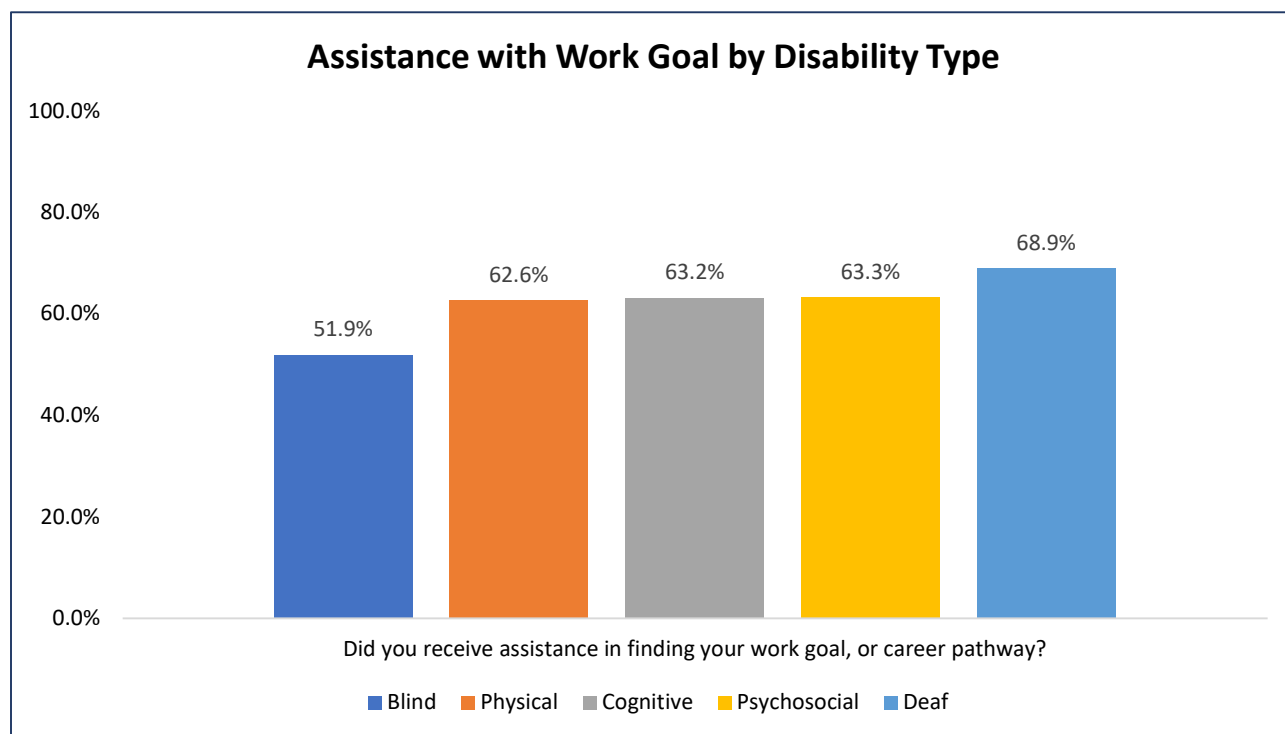
Table 30. Virtual Meetings by Disability Type

Always & Very Often	Deaf	Blind	Psychosocial	Cognitive	Physical
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I was given a choice of either virtual or in-person appointments with my VR Counselor	64.7%	64.1%	57.6%	57.6%	59.1%
Do virtual meetings with your VR Counselor work well for you?	76.1%	78.2%	69.3%	70.1%	69.8%
Are all your needs met during the virtual meetings with your VR Counselor?	79.4%	75.9%	68.8%	69.9%	71.3%

In general, over 60 percent of the respondents indicated that they received assistance in finding their work goal or career pathway. However, compared to the other disability types, clients experiencing hearing loss were much more likely to receive help in their career pathway process. In the open-ended responses, some clients experiencing vision loss, psychosocial, cognitive, and physical disability explained that they encountered various obstacles when meeting with counselors on their work goal. Some of the obstacles include been talked down, ignored, or “the words “I don’t care about that” is often said. To the point, that it’s hard to speak. So, question asked, and answer from client garners a response “I don’t care about that.” Another respondent in the same disability group indicated that “My VRC sent an IPE for my signature, but the IPE contained errors. Among other things, the IPE misstated my employment goals.” While these obstacles are aligned to specific cases, they are reflected in the overall experiences and percentages for the totals in these disability groups.

Graph 3. Assistance with Work-Goals



There were few differences in experience for respondents who received assistance in finding their work goal. Most clients experiencing vision loss agreed that their work goal reflected their interests, and more than 90 percent of those experiencing either hearing or vision loss claimed that the work goal also

reflected their interests, abilities, experiences (Table 31). While most respondents experiencing hearing loss indicated that they used the VR process to acquire hearing aids, those that relied on VR for employment and workplan development maintained that counselors worked with them on their interests, abilities, and experiences. For instance, a respondent experiencing hearing loss stated, “my counselor addressed my options and helped me find the best solutions. They have followed up with me to ensure I am making positive progress.”

Table 31. Follow-up on Work Goal Reflection

Yes Responses	Deaf N=126	Blind N=28	Psychosocial N=309	Cognitive N=304	Physical N=321
	N (%)	N (%)	N (%)	N (%)	N (%)
Did the work goal reflect your interests?	117 (92.9)	25 (89.3)	262 (84.8)	260 (85.5)	276 (86.0)
Did the work goal reflect your abilities?	115 (91.2)	24 (85.7)	265 (85.8)	262 (86.2)	275 (85.7)
Did the work goal reflect your experience?	116 (92.1)	25 (89.3)	262 (84.8)	260 (85.5)	276 (86.0)

Overall, the majority of respondents experiencing hearing loss have had positive experiences with their counselors and VR services. Interestingly, most of them explained in the open-ended response that with the help of VR counselors, they were able to obtain hearing aids, which helped in improving their functioning at home and in the workplace. Remarkably, respondents experiencing hearing loss were more likely to agree that counselors had enough time and were empathic towards them. In the open-ends, respondents experiencing hearing loss shared appreciation for the overall services received at the VR including, “VR rep was very sweet, professional, and helpful. they made sure I understood the process. The process was also much faster than I had expected;” “VR services provide essential assistance to the community who struggle with medical barriers to find work or to stay employed. I am grateful to VR. They provide sterling assistance;” and “It was a great overall experience. My counselor was extremely helpful and answered all my questions. I would gladly recommend this service to anyone needing the guidance and support.”

While respondents in the other disability groups shared similar appreciative VR experiences, their overall negative experience were directed towards wait times, limited or breakdown in communication to meet needs, misinterpretation of clients’ needs, fulfilling or meeting eligibility requirements, and handling of evaluation/testing needs. For instance, a respondent experiencing psychosocial, cognitive, and physical disability revealed that overall, they disliked VR services because “I felt that I was not heard, and that when I was asked questions the answers were either summarized. incorrectly, or that the " point of view" of what was said was interpreted incorrectly.”

Table 32. Satisfaction with Services by Disability Type

Strongly Agree & Somewhat Agree	Deaf	Blind	Psychosocial	Cognitive	Physical
I am happy with my progress towards employment.	70.7%	61.3%	57.8%	58.2%	57.1%
Frequency of communication with my counselor met my needs.	75.5%	67.2%	61.7%	62.1%	61.2%
My thoughts and feelings were important to my counselor.	82.3%	71.9%	72.1%	72.4%	72.1%
I felt like my counselor had enough time for me.	84.7%	69.8%	69.9%	69.6%	70.0%
The VR process was explained to me in a way I understand.	84.3%	77.4%	74.6%	74.6%	74.6%
Overall, the VR experience met my expectations.	79.7%	71.0%	63.1%	63.2%	63.1%

In general, almost all respondents in the different disability type groups acknowledged that information was provided in the language that worked best for them. However, only those experiencing hearing loss had over 80 percent agreement that they received information in their preferred communication style.

Table 33. Communication Style by Disability Type

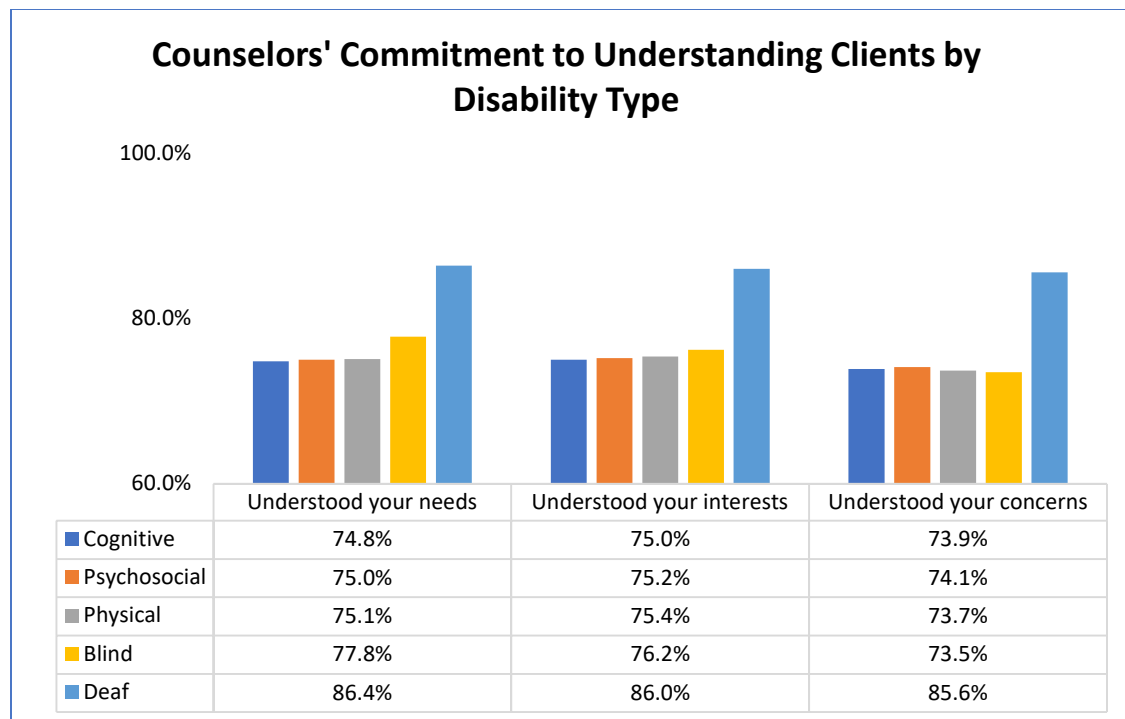
Always & Very Often	Deaf	Blind	Psychosocial	Cognitive	Physical
Did you receive information in the communication style you prefer?	84.1%	69.8%	73.8%	73.3%	74.8%
Did you receive information in the language that works best for you?	93.6%	95.3%	96.1%	96.1%	96.4%

In line with the previous sections, respondents experiencing hearing loss were far more likely to indicate that their counselors understood their needs, interest, and concerns, and work with them in achieving the best possible outcome in the process. Respondents experiencing hearing loss explained that the services and VR process were quick, painless, awesome, faster than expected, and well informed on the steps and procedures involved. For example, a respondent experiencing hearing loss explained that “My concerns were addressed immediately, and my counselor was excellent.” This is an example of how respondent experiencing hearing loss saw VR counselors’ efforts in understanding and addressing concerns when receiving services.

Although majority of respondents experiencing hearing loss shared positive opinions of counselors’ commitment to understanding their needs, there were responses in the open-ends from those in the psychosocial, cognitive, and physical disability groups expounding similar commitment stories about the counselors. For instance, a respondent experiencing cognitive and physical disability stated that. “They have always been great and have helped me greatly. I really like VR backing me up and being on my team. I’m very glad for the Psychological Evaluation that was done on me in 2018 and the nearly 20-pages outcome written about it that describes a large amount about myself in depth and over a long

period of time.” These examples highlight the ways in which clients saw and experienced VR and counselors’ long-term commitment to working and understanding clients.

Graph 4. Counselors' Commitment to Understanding



As with the general respondent population, almost all the clients who believed their counselors understood their need, interests, and concerns indicated that the issues identified were addressed. Most especially, all respondents experiencing vision loss agreed that their needs identified were addressed (Table 34).

Table 34. Follow-up on Counselors’ Understanding by Disability Type

Yes Responses	Deaf	Blind	Psychosocial	Cognitive	Physical
Were these needs addressed?	98.4%	100.0%	94.7%	94.8%	95.0%
Were these interests addressed?	96.8%	95.7%	95.5%	95.5%	95.6%
Were these concerns addressed?	98.4%	95.7%	95.9%	95.9%	95.7%

About half of the respondents experiencing either hearing or vision loss agreed that they were referred for testing or other evaluation services: this number was lower (about one-third) for those experiencing psychosocial, cognitive, and physical disabilities. In the open-ended response, some respondents experiencing psychosocial, cognitive, and physical disabilities expressed dissatisfaction at the process of assigning clients for testing or evaluation, as such, they did not qualify for this service after back and forth with VR.

While the follow-up process for evaluation services worked well for all the respondents in the different disability type groups, only a two thirds (66.7%) of respondents experiencing vision loss believed they were given an opportunity to provide feedback on the evaluation results. Respondents in almost all the disability groups express their gratitude and appreciation for the evaluation and testing services, especially for mobility equipment, hearing aids, and employment placement. However, respondents experiencing hearing and vision loss explained that “I suggested several times that my hearing was the largest barrier to employment. Only when I used my prior experience and knowledge to secure a hearing test was that test scheduled.” This instance reflects some of the potential rationales for low percentages in evaluation and testing referral for respondents.

Table 35. Referral for Testing & Evaluation by Disability Type

Yes Responses	Deaf	Blind	Psychosocial	Cognitive	Physical
Were you referred for testing or other evaluation?	50.8%	47.6%	34.2%	33.4%	35.9%
Follow-up Responses	N= 111	N=30	N=206	N=199	N=229
If you were referred for testing or other evaluations, did your counselor explain why this needed to happen?	98.2%	93.3%	94.2%	94.0%	94.3%
Did your counselor explain what you should expect?	95.7%	86.7%	85.4%	84.9%	84.3%
Were testing and evaluation results explained to you in a way that you could understand?	91.9%	80.0%	80.6%	79.9%	79.0%
Were you given the opportunity to provide feedback on the results of the evaluations?	85.6%	66.7%	70.4%	69.8%	67.7%
Were you told that you were eligible for services and why?	91.9%	80.0%	77.2%	76.4%	74.7

Conclusion

This customer satisfaction survey demonstrates that, in general, most of the clients have had a positive experience with Vocational Rehabilitation. However, for most of the survey, these majorities did not reach the desired threshold of “satisfaction”. Within the open-ended statements and agreement scales, there is a clear frustration at the bureaucracy of Vocational Rehabilitation, with clients feeling uninformed about the process and during the transition to a new counselor. It is also evident that the experience with VR differs across demographics. For some demographics, such as those identifying as having a psychosocial disability, were consistently less likely to demonstrate satisfaction with their experience than other disability demographics. Vocational Rehabilitation services should explore what may cause these groups to consistently score their experience lower than others. Some of the frustrations voiced by the clients may be due to the profound effect COVID has had on government agencies, personal interactions, and the “normal” way business was done in the past. It is difficult to tease out this impact on VR’s work based on this survey alone, but many of the issues are similar to other sectors of the government and economy. Finally, there were statements and questions that were consistently scored low, such as the counselor referring the client to other resources, which may need to be addressed at an agency level to improve customer satisfaction.

Generally, in the open-ended responses, respondents shared positive and appreciative experiences encountered with counselors at the VR. These include counselors showing compassion, kindness, commitment, thoughtfulness, respect, attentiveness, and quick response to requests. Such experiences were mostly expressed among respondents experiencing hearing loss, requesting more frequently for equipment assistance than employment and work goal assistance. On the contrary, respondents experiencing psychosocial, cognitive, and physical disability frequently shared negative encounters with counselors such as slow and unresponsive communication, goals being ignored, repetitive meetings, counselors disappearing (no communication when counselors transition from their position), enough time at appointment, heavy caseload for counselors, and isolated in the VR process.

Appendices

Appendix 1— Findings by Totals

Informed Consent (N=11230)	Percent	Count
Agree	89.0	1290
Disagree	0.7	10
No response	10.3	149

Individual Completing Survey

Who is completing this survey? (N=1259)	N (%)
Client	1106 (87.8)
Client with support from parent/guardian	109 (8.7)
Client with support from personal agent	11 (0.9)
Client with support from services coordinator	5 (0.4)
Client with support from another assistant	28 (2.2)

What Brought you to seek VR Services?

What Brought you to seek VR Services (N=1264) Multiple choices allowed	N (%)
I was experiencing barriers to employment due to my disability	460 (36.4)
I knew I needed accommodations	436 (34.5)
I didn't know how to get a job that would fit with my abilities	355 (28.1)
I needed job coaching/training	336 (26.6)
Referral from another agency	256 (20.3)
I am a return client	225 (17.8)
Wanted to see what they offered	216 (17.1)
Referral from a friend	106 (8.4)
Other	105 (8.3)

Do you use any of the following assistive technology?

Assistive Technology N=1264	N (%)
Hearing aids/cochlear implant	227 (18.0)
Movement assistance	97 (7.7)
Modified vehicle	26 (2.1)
Speech generation device	25 (2.0)
Prosthetics	24 (1.9)
Relay phone	17 (1.3)
Hands free cursor	14 (1.1)

Are you currently....

Employment Status (N=1264) Multiple answers allowed	N (%)
Employed for wages	522 (41.3)
Out of work for a year or more	296 (23.4)
Self-employed	96 (7.6)
COVID has affected my employment	98 (7.8)
A student	92 (7.3)
Out of work for less than a year	97 (7.7)
In training/exploration	92 (7.3)
Retired	38 (3.0)
A homemaker	24 (1.9)

How has COVID affected your employment

How has COVID affected your employment (N=85)	N (%)
Multiple answers allowed	
Laid off/Business Closed	46 (46.9)
Didn't feel safe/scared to get sick	34 (34.7)
Reduced Hours	27 (27.6)
Mandated vaccines	8 (8.2)
Other	36 (36.7)

How much do you disagree with the following?

	Strongly Agree/Some what Agree N (%)	Strongly Agree N (%)	Somewhat Agree N (%)	Neither Agree nor disagree N (%)	Somewhat Disagree N (%)	Strongly Disagree N (%)
My appointments were scheduled during a time I could attend easily, virtually or in-person. (N=1183)	1019 (86.1)	873 (73.8)	146 (12.3)	78 (6.6)	40 (3.4)	46 (3.9)
It was explained to me what to expect during the appointment. (N=1170)	983 (84.0)	797 (68.1)	186 (15.9)	79 (6.8)	48 (4.1)	60 (5.1)
I had all the tools (computers, etc.) I needed to attend appointments (N=1170)	1013 (86.6)	866 (74.0)	147 (12.6)	72 (6.2)	30 (2.6)	55 (4.7)
I had all the resources (transportation, etc.) I needed to attend appointments (N=1164)	990 (85.1)	847 (72.8)	143 (12.3)	98 (8.4)	29 (2.5)	47 (4.0)

	Strongly Agree/Some what Agree N (%)	Strongly Agree N (%)	Somewhat Agree N (%)	Neither Agree nor disagree N (%)	Somewhat Disagree N (%)	Strongly Disagree N (%)
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My vocational rehabilitation counselor asked what is most important to me about employment. (N=1148)	941 (81.9)	797 (69.4)	144 (12.5)	86 (7.5)	41 (3.1)	80 (7.0)
I was included in creating my employment plan. (N=1140)	912 (80.0)	780 (68.4)	132 (11.6)	105 (9.2)	45 (3.9)	78 (6.3)
My counselor identified my strengths. (N=1139)	847 (74.4)	680 (59.7)	167 (14.7)	145 (12.7)	50 (4.4)	97 (8.5)
My counselor used my identified strengths to help guide the process. (N=1130)	822 (72.7)	674 (59.6)	148 (13.1)	146 (12.9)	51 (4.0)	111 (9.8)
My counselor helped refer me to other resources I need while waiting for employment (ex: housing, SNAP, medical care, community partners). (N=1112)	630 (56.6)	484 (43.5)	146 (13.1)	284 (25.5)	60 (5.4)	138 (12.4)
My counselor has treated me with respect and kindness. (N=1124)	965 (85.9)	880 (78.3)	85 (7.6)	65 (5.8)	31 (2.8)	63 (5.6)
My VR counselor acknowledged and respected my cultural identity, challenges, or intersections of identities. (N=1114)	834 (74.8)	768 (68.9)	66 (5.9)	218 (19.6)	11 (1.0)	51 (5.1)
My VR counselor acknowledged and respected my challenges. (N=1120)	911 (81.3)	799 (71.3)	112 (10.0)	83 (7.4)	38 (3.4)	88 (7.9)

Virtual or in-person

	Always/very often N (%)	Always N (%)	Very often N (%)	Sometimes N (%)	Rarely N (%)	Never N (%)
I was given a choice of either virtual or in-person appointments with my VR Counselor (N=1130)	698 (61.8)	564 (49.9)	134 (11.9)	139 (12.3)	63 (5.6)	230 (20.4)
Do virtual meetings with you VR Counselor work well for you? (N=902)	633 (70.8)	447 (49.6)	186 (20.6)	172 (19.1)	49 (5.4)	48 (5.3)
Are all your needs met during the virtual meetings with your VR Counselor (N=872)	647 (74.2)	456 (52.3)	191 (21.9)	109 (12.5)	45 (3.6)	71 (8.1)

Did you receive assistance in finding your work, goal, or career pathway?

<i>Did you receive assistance in finding your work, goal, or career pathway?</i>		
N=885	%	N
Yes	67.0	593
No	33.0	292
I don't know	--	--

If yes

<i>Did the work goal reflect your interests?</i>		
N=543	Percent	Count
Yes	95.4	518
No	4.6	25
I don't know	--	--

<i>Did the work goal reflect your abilities?</i>		
N=585	Percent	Count
Yes	88.7	519
No	3.6	21
I don't know	7.7	45
<i>Did the work goal reflect your experience</i>		
N=539	Percent	Count
Yes	95.5	515
No	4.5	24
I don't know	--	--

Were you hoping to find a short-term job opportunity or a long-term career opportunity?

Were you hoping to find a short-term job opportunity or a long-term career opportunity? N=582	N (%)
Long-term job opportunity	332 (57.0)
Both	88 (15.1)
Any	80 (13.7)
Short-term job opportunity	39 (6.7)
Don't know	43 (7.4)

	Always/very often N (%)	Always N (%)	Very often N (%)	Sometimes N (%)	Rarely N (%)	Never N (%)
I am happy with my progress towards employment. (N=1077)	666 (61.8)	498 (46.2)	168 (15.6)	157 (14.6)	69 (6.4)	185 (17.2)
Frequency of communication with my counselor met my needs. (N=1080)	726 (67.2)	574 (53.1)	152 (14.1)	120 (11.1)	66 (6.1)	168 (15.6)
My thoughts and feelings were	826 (76.6)	722 (67.0)	104 (9.6)	103 (9.6)	39 (3.6)	110 (10.2)

important to my counselor. (N=1078)						
I felt like my counselor had enough time for me. (N=1076)	797 (74.1)	643 (59.8)	154 (14.3)	87 (8.1)	49 (4.6)	143 (13.3)
The VR process was explained to me in a way I understand. (N=1066)	841 (78.9)	680 (63.8)	161 (15.1)	102 (9.6)	43 (4.0)	80 (7.5)
Overall, the VR experience met my expectations. (N=1060)	732 (69.0)	596 (56.2)	136 (12.8)	105 (9.9)	49 (4.6)	174 (16.4)

	Always/very often N %	Always N %	Very often N %	Sometimes N %	Rarely N %	Never N %
Did you receive information in the communication style you prefer? (N=1085)	864 (79.6)	664 (61.2)	200 (18.4)	128 (11.8)	58 (5.3)	35 (3.2)
Did you receive information in the language that works best for you? (N=1079)	1035 (95.9)	991 (91.8)	44 (4.1)	24 (2.2)	4 (0.4)	16 (1.5)

N=1111	Percent	Count
English Only	89.9	999
English and other languages	6.2	69
Other language	3.9	43

Interpreter

N=1081	Percent	Count
Yes	2.2	24
No	95.2	1029
Don't know	1.8	19
Don't want to answer	0.8	9

What type of interpreter...

What type of interpreter N=24	N (%)
Spoken language interpreter	6 (25.0)
American Sign Language interpreter	12 (50.0)
Contact sign language (PSE) interpreter	1 (4.2)
Other	5 (20.8)

	Always/very often N %	Always N %	Very often N %	Sometimes N %	Rarely N %	Never N %
Were interpreters offered to you? (N=23)	13 (56.5)	12 (52.2)	1 (4.3)	5 (21.7)	2 (8.7)	3 (13.0)
Were interpreters available? (N=18)	12 (66.7)	12 (66.7)	-- (--)	6 (33.3)	-- (--)	-- (--)

Do you believe your counselor listened to you and understood your needs? (N=1083)	857 (79.2)	684 (63.2)	173 (16.0)	107 (9.9)	60 (5.5)	59 (5.4)
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Do you believe your counselor listened to you and understood your interests? (N=1072)	846 (78.9)	674 (62.9)	172 (16.0)	97 (9.0)	61 (5.7)	68 (6.3)
Do you believe your counselor listened to you and understood your concerns? (N=1072)	838 (78.2)	674 (62.9)	164 (15.3)	93 (8.7)	70 (6.5)	71 (6.6)

Were these needs addressed? (N=850)	N (%)
Yes	810 (95.3)
No	40 (4.7)

Were these interests addressed? (N=837)	N (%)
Yes	804 (96.1)
No	33 (3.9)

Were these concerns addressed? (N=831)	N (%)
Yes	797 (95.9)
No	34 (4.1)

Were you referred for testing or other evaluation? (N=1070)	N (%)
Yes	407 (38.0)
No	663 (62.0)

If you were referred:

<i>Did your counselor explain why this needed to happen?</i>		
N=399	%	N
Yes	95.5	381
No	4.5	18
<i>Did your counselor explain what you should expect?</i>		
N=377	%	N
Yes	92.6	349
No	7.4	28
<i>Were testing and evaluation results explained to you in a way that you could understand?</i>		
N=344	%	N
Yes	96.8	333
No	3.2	11
<i>Were you given the opportunity to provide feedback on the results of the evaluations?</i>		
N=325	%	N
Yes	88.6	288
No	11.4	37
<i>Were you told that you were eligible for services and why?</i>		
N=330	%	N
Yes	96.4	318
No	3.6	12

Demographics

Age (N=1127)	%	N
<18	6.7	85
18-24	10.7	121
25-29	7.8	88
30-39	15.1	170
40-49	18.0	203

50-59	22.4	252
60+	18.5	208

Gender (N=1049)	%	N
Female	50.1	526
Male	43.7	458
Non-Binary	2.1	22
Transgender	1.3	14
Gender nonconforming/Genderqueer	0.7	7
I am not sure of my gender identity	0.4	4
I do not know what this question is asking	0.2	2
Intersex/Intergender	0.1	1
Something else fits better (Specify)	1.4	15

County (N=1034)	%	N
Baker	0.2	2
Benton	2.0	21
Clackamas	7.9	82
Clatsop	0.7	7
Columbia	1.9	20
Coos	1.0	10
Crook	0.6	6
Deschutes	2.7	28
Douglas	2.6	27
Grant	0.2	2
Hood River	0.4	4
Jackson	4.1	42
Josephine	2.5	26
Klamath	2.1	22
Lake	0.1	1
Lane	15.4	159
Lincoln	1.5	15
Linn	3.2	33
Malheur	0.9	9
Marion	13.9	144
Multnomah	16.2	167
Polk	3.0	31
Tillamook	0.4	4
Umatilla	0.6	6
Union	0.5	5

Wasco	0.3	3
Washington	12.6	130
Yamhill	2.7	28

Race/Ethnicity (N=1062) Multiple answers allowed	%	N
Asian	3.0	32
American Indian and/or Alaska Native	4.6	49
Black and/or African American	2.6	28
Hispanic and Latino/a/x	5.9	63
*Middle Eastern/ North African	0.4	4
*Native Hawaiian and/or Pacific Islander	0.8	9
White	77.7	825
Other	3.6	38
Don't know	1.3	14

Are you deaf or have difficulty hearing

<i>Are you deaf or do you have serious difficulty hearing?</i>		
N=1036	%	N
Yes	21.5	223
No	74.9	776
Don't know	2.2	23
Don't want to answer	1.4	14

Are you blind or serious difficulty seeing, even when wearing glasses

<i>Are you blind or do you have serious difficulty seeing, even when wearing glasses?</i>		
N=1025	%	N
Yes	6.2	64
No	89.7	919
Don't know	2.5	26
Don't want to answer	1.6	16

Difficulty walking

<i>Do you have serious difficulty walking or climbing stairs?</i>		
N=1026	%	N
Yes	25.1	258
No	69.8	716

Don't know	3.1	32
Don't want to answer	1.9	20

Difficulty concentrating

<i>Because of a physical, mental or emotional condition, do you have serious difficulty concentrating, remembering or making decisions?</i>		
N=1025	%	N
Yes	44.3	454
No	45.3	464
Don't know	6.4	66
Don't want to answer	4.0	41

Difficulty dressing or bathing

<i>Do you have difficulty dressing or bathing?</i>		
N=1023	%	N
Yes	11.6	119
No	83.9	858
Don't know	1.7	17
Don't want to answer	2.8	29

Difficulty learning

<i>Do you have serious difficulty learning how to do things most people your age can learn?</i>		
N=1015	%	N
Yes	21.9	222
No	61.6	625
Don't know	12.8	130
Don't want to answer	3.7	38

Difficulty shopping

<i>Because of a physical, mental or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?</i>		
N=1014	%	N
Yes	31.1	315
No	61.2	621
Don't know	3.9	40
Don't want to answer	3.7	38

Difficulty communicating

<i>Using your usual (customary) language, do you have serious difficulty communicating (for example understanding or being understood by others)?</i>		
N=1009	%	N
Yes	17.7	179
No	70.8	714
Don't know	6.2	63
Don't want to answer	1.8	18
Don't know what this question is asking	3.5	35

Hallucinations

<i>Do you have serious difficulty with the following: mood, intense feelings, controlling your behavior, or experiencing delusions or hallucinations?</i>		
N=1002	%	N
Yes	22.5	225
No	66.4	665
Don't know	4.9	49
Don't want to answer	3.7	37
Don't know what this question is asking	2.6	26

Appendix 6 – Disability Type

Employment Status

	Deaf N=223	Blind N=64	Psychosocial N=611	Cognitive N=603	Physical N=644
	N (%)	N (%)	N (%)	N (%)	N (%)
Employed for wages	136 (61.0)	29 (45.3)	236 (38.6)	232 (38.5)	233 (36.2)
Self-employed	24 (10.8)	6 (9.3)	44 (7.2)	43 (7.1)	41 (6.4)
Out of work for a year or more	31 (13.9)	16 (25.0)	167 (27.3)	165 (27.4)	187 (29.0)
Out of work for less than a year	10 (4.5)	6 (9.3)	56 (9.2)	55 (9.1)	63 (9.8)
A homemaker	1 (0.4)	2 (3.1)	11 (1.8)	10 (1.7)	11 (1.7)
A student	11 (4.9)	1 (1.6)	51 (8.3)	49 (8.1)	51 (7.9)
In training/exploration	10 (4.5)	4 (6.3)	61 (10.0)	61 (10.1)	64 (9.9)
Retired	10 (4.5)	1 (1.6)	10 (1.6)	10 (1.7)	18 (2.8)
COVID has affected my employment	15 (6.7)	5 (7.8)	59 (9.7)	61 (10.1)	63 (9.8)

Remote Service Delivery

Always & Very Often	Deaf	Blind	Psychosocial	Cognitive	Physical
	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)
I was given a choice of either virtual or in-person appointments with my VR Counselor	64.7%	64.1%	57.6%	57.6%	59.1%
Do virtual meetings with your VR Counselor work well for you?	76.1%	78.2%	69.3%	70.1%	69.8%
Are all your needs met during the virtual meetings with your VR Counselor?	79.4%	75.9%	68.8%	69.9%	71.3%

How much do you agree or disagree with the following?

Strongly agree & somewhat agree	Deaf	Blind	Psychosocial	Cognitive	Physical
	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)
My appointments were scheduled during a time I could attend easily, virtually or in-person.	87.9%	84.4%	84.0%	84.2%	84.2%
It was explained to me what to expect during the appointment.	89.5%	82.6%	80.3%	80.8%	81.5%
I had all the tools (computers, etc.) I needed to attend appointments	89.5%	87.3%	85.8%	86.0%	85.3%
I had all the resources (transportation, etc.) I needed to attend appointments	91.9%	85.7%	82.6%	82.7%	82.2%
My vocational rehabilitation counselor asked what is most important to me about employment.	84.6%	78.2%	78.7%	79.1%	79.8%
I was included in creating my employment plan.	79.8%	79.7%	79.1%	79.3%	79.6%
My counselor identified my strengths	76.7%	75.0%	72.8%	73.0%	72.6%
My counselor used my identified strengths to help guide the process	75.8%	77.1%	70.5%	71.1%	71.1%
My counselor helped refer me to other resources I need while waiting for employment (ex: housing, SNAP, medical care, community partners).	56.0%	60.3%	53.8%	53.9%	54.0%
My counselor has treated me with respect and kindness.	91.2%	84.4%	82.3%	82.1%	83.0%
My VR counselor acknowledged and respected my cultural identity, challenges, or intersections of identities.	81.6%	74.2%	69.4%	70.0%	71.1%
My VR counselor acknowledged and respected my challenges.	85.6%	80.4%	77.6%	78.1%	78.6%

Yes Responses	Deaf	Blind	Psychosocial	Cognitive	Physical
	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)
Did you receive assistance in finding your work goal, or career pathway?	68.9%	51.9%	63.3%	63.2%	62.6%
Follow-up Responses	N=126 N (%)	N=28 N (%)	N=309 N (%)	N=304 N (%)	N=321 N (%)
Did the work goal reflect your interests?	117	25	262	260	276

	(92.9)	(89.3)	(84.8)	(85.5)	(86.0)
Did the work goal reflect your abilities?	115 (91.2)	24 (85.7)	265 (85.8)	262 (86.2)	275 (85.7)
Did the work goal reflect your experience?	116 (92.1)	25 (89.3)	262 (84.8)	260 (85.5)	276 (86.0)

Were you hoping to find a short-term job opportunity or a long-term career opportunity?

	Deaf N=123	Blind N=28	Psychosocial N=309	Cognitive N=304	Physical N=288
	N (%)	N (%)	N (%)	N (%)	N (%)
Short-term job opportunity	7 (5.7)	2 (7.1)	18 (5.8)	18 (5.9)	18 (5.6)
Long-term career opportunity	77 (62.6)	21 (75.0)	172 (55.7)	169 (55.6)	175 (54.7)
Don't know	16 (13.0)	2 (7.1)	20 (6.5)	20 (6.6)	21 (6.6)
Any	13 (10.6)	2 (7.2)	47 (15.2)	46 (15.1)	54 (16.9)
Both	10 (8.1)	1 (3.6)	52 (16.8)	51 (16.8)	52 (16.3)

How much do you agree or disagree with the following?

Strongly agree & somewhat agree	Deaf	Blind	Psychosocial	Cognitive	Physical
	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)
I am happy with my progress towards employment.	70.7%	61.3%	57.8%	58.2%	57.1%
Frequency of communication with my counselor met my needs.	75.5%	67.2%	61.7%	62.1%	61.2%
My thoughts and feelings were important to my counselor.	82.3%	71.9%	72.1%	72.4%	72.1%
I felt like my counselor had enough time for me.	84.7%	69.8%	69.9%	69.6%	70.0%
The VR process was explained to me in a way I understand.	84.3%	77.4%	74.6%	74.6%	74.6%
Overall, the VR experience met my expectations.	79.7%	71.0%	63.1%	63.2%	63.1%

Communication

Always & Very Often	Deaf	Blind	Psychosocial	Cognitive	Physical
	%	%	%	%	%

	(Pop. N)	(Pop. N)	(Pop. N)	(Pop. N)	(Pop. N)
Did you receive information in the communication style you prefer?	84.1%	69.8%	73.8%	73.3%	74.8%
Did you receive information in the language that works best for you?	93.6%	95.3%	96.1%	96.1%	96.4%

Yes Responses	Deaf	Blind	Psychosocial	Cognitive	Physical
	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)
Do you need an interpreter for us to communicate with you?	6.8 (N=222)	4.8 (N=63)	1.7 (N=608)	1.8 (N=600)	0.9 (N=640)
Always & Very Frequently	Deaf	Blind	Psychosocial	Cognitive	Physical
	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)
Do you believe your counselor listened to you and understood your needs?	86.4	77.8	75.0	74.8	75.1
Do you believe your counselor listened to you and understood your interests?	86.0	76.2	75.2	75.0	75.4
Do you believe your counselor listened to you and understood your concerns?	85.6	73.5	74.1	73.9	73.7

Yes Responses	Deaf	Blind	Psychosocial	Cognitive	Physical
	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)	% (Pop. N)
Were these needs addressed?	98.4%	100.0%	94.7%	94.8%	95.0%
Were these interests addressed?	96.8%	95.7%	95.5%	95.5%	95.6%
Were these concerns addressed?	98.4%	95.7%	95.9%	95.9%	95.7%

Yes Responses	Deaf	Blind	Psychosocial	Cognitive	Physical
	N (%)	N (%)	N (%)	N (%)	N (%)
Were you referred for testing or other evaluation?	50.7%	47.6%	34.2%	33.4%	35.9%
Follow-up Responses	N= 111 N (%)	N=30 N (%)	N=206 N (%)	N=199 N (%)	N=229 N (%)
	N (%)	N (%)	N (%)	N (%)	N (%)
If you were referred for testing or other evaluations, did your counselor explain why this needed to happen?	98.2%	93.3%	94.2%	94.0%	94.3%
Did your counselor explain what you should expect?	95.7%	86.7%	85.4%	84.9%	84.3%
Were testing and evaluation results explained to you in a way that you could understand?	91.9%	80.0%	80.6%	79.9%	79.0%

Were you given the opportunity to provide feedback on the results of the evaluations?	85.6%	66.7%	70.4%	69.8%	67.7%
Were you told that you were eligible for services and why?	91.9%	80.0%	77.2%	76.4%	74.7